1	2	3	4	5	6	6	7	8
Silchar	550	209	350	360	200	183	400	78
Jorhat	750	637	250	225	100	83	215	58
Bongaig	i500	2)4	250	271	100	159	1,725	21
Tezpur	600	284	900	895	150	201	1,330	50
Nagaon	700	459	600	601	120	174	1,010	64
TOTAL:	4,000	2,484	2,900	2,907	700	826	5,000	310

Open fonun for consumer in Faridabad

2591. SHRI ANIL SHARMA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government's attention has been drawn to the news item appearing in Hindustan Times (Faridabad Live) on 26th February, 2001 captioned BSNL holds first open forum of consumers;

(b) if so, the reasons for not giving adequate publicity to the open forum for attracting good number of consumers;

(c) the details of the suggestions given by the consumers; and

(d) the steps taken/proposed to be taken by BSNL on the suggestion given by Faridabad consumers to improve the functioning of the Department?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRITAPAN SIKDAR): (a) Yes, Sir.

(b) Open House Session was meant for Nehru Ground Exchange, Sector 23 Exchange and Pali Exchange area only. Adequate publicity was given and 33 persons attended the Session, covering all the sections of society.

(c)(i) The system of complaints may be made objective by declaring each lineman/JTO area to be profit center.

(ii) Further improvement in services to be organized to compete with private telephone operators expected in this field.

(iii) Cable laying to be done for five year plan instead of annual expansion plan.

(iv) Payment of bills through cash cards to be introduced.

(v) A separate counter may be opened for payment of bills for the senior citizens.

(vi) Effective steps to be introduced to get rid of corruption in telephone department.

(vii) Telephone bills to be sent through courier agencies instead of through post office to ensure the delivery.

(viii) Billing information to be provided on internet so that subscriber can download duplicate bills as and when required.

(ix) Dynamic locking facility to be provided to subscriber having STD barred telephone.

(x) Fast dialing facility to be given to all the subscribers including those in rural areas.

(xi) The telephone connection forms are free. They should be priced and the price can be very nominal.

(d)(i) The Interactive Voice Responses System for complaint booking has been introduced in some of the exchanges and steps are being taken to provide the same in other exchanges.

(ii) The analysis of faults booked and cleared by each section has been introduced in the Nehru Ground Exchange. It will be extended to other exchanges.

(iii) The tone dialing facility for fast dialing is already provided to all the subscribers in EWSD exchanges. It is not technically possible to provide this to all subscribers in E-10B exchanges and Rural exchanges.

(iv) The other suggestions are being examined for taking appropriate action.

Agreement with Netherlands based digital future investments

2592. SHRIMATIAMBIKASON1:
SHRI SURESH KALMADI:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have finalised the agreement with Netherlands